

An NÚacht “The News”

“Go n-éiri an bóthar leat... (May the road rise up to meet you)”



Welcome

Did you see us in the St Patrick’s Day parade?

Lá fhéile Pádraig sona dhaoibh!
(Happy St Patrick’s Day!)

Welcome to the Spring edition of our newsletter for residents of Innisfree.

The London St Patrick’s Day Festival attracts more than 125,000 people to events across London and to the parade and festival in central London and Trafalgar Square. Since restarting in 2002, it’s become a great showcase for the best of Irish community, food, music, song, dance, culture, and arts.

This year’s theme was **#LondonIsOpen** and we were delighted to participate again in 2019.

We took our place in the parade line-up with our Innisfree minibus at about 10.30am on Sunday morning and others making up our walking group came just after 11.00am, joining us on Piccadilly, just down the hill from Green Park Underground Station.

We were worried when the bright weather changed and there was a very light shower of hail – but it only lasted seconds and when the parade moved off at 12 noon, it was fine and dry for us.



There were great crowds all the way around the route, and they were welcoming community groups like ourselves, as well as elaborate floats, marching bands, sports clubs and Irish music groups and dancing schools from across the UK and Ireland but complemented by groups from Latin America and all parts of the world.

We’d love to have more of our Innisfree tenants and friends join us on the parade – and it’s great fun whether you’re 9 months or 90 years old and whether you’re from an Irish background or not. Will you look out for the invitation from us for next year? When else do we get the chance to stroll down the middle of the road past Trafalgar Square, being cheered on by crowds of wellwishers?

John Delahunty, Chief Executive

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Bursting with Harlesden Pride!



Congratulations to Cecilia Greene, our Scheme Manager at Clochar Court, who received the Pride of Harlesden Award 2019 for her contribution to the wellbeing of the Harlesden community on behalf of the Harlesden Festive Lights Co-operative Committee.

The award was presented by the Mayor of Brent, Councillor Arshad Mahmood, Leader of the Council, Councillor Muhammed Butt, and Leroy Simpson, Co-Chair of HFCL. It was given to acknowledge the work Cecilia has done with the environmental community group Harlesden Environmental Action Residents and Traders (HEART) which she founded in 1999.

On receiving the award Cecilia said "I am really pleased to have been presented with this award for my work

with HEART over the last 20 years... I really can't believe we have been going for 20 years!!"

The group work in partnership with Brent Council and the Metropolitan Police to make Harlesden cleaner, greener and safer for everyone who lives and works in Harlesden.

HEART will celebrate its 20th anniversary on Saturday May 28th 2019. Everyone welcome!

RISE into Employment Programme

Looking to find a job or change career?

Are you struggling to find a job? Finding work can be a job in itself! Especially if you've been unemployed for a while and your confidence has hit rock bottom. Don't worry, RISE can help, whatever your personal situation.

- if you are returning to work after a break (maybe after you took time out to raise a family, or due to health reasons)
- if you are looking for your first role or apprenticeship
- if you have just graduated and don't know where to turn
- or even if you have a job already but you really want to retrain and do something different

The **RISE into Employment Programme** is FREE of charge and open to all of our residents over the age of 16. You will benefit from:

- relaxed and informal training sessions
- learn lots of useful job-hunting techniques, interview skills and CV tips
- boost your confidence and get job-ready
- gain hands-on experience in a work placement
- get a reference and learn new skills

There will be two group sessions, the first will start on 30 April and the second on 4 May. Both run until the beginning of July for a total of 10 sessions. Applications open soon!

Armed with experience and new skills, you'll have a much better chance of finding a job. In fact, most RISE graduates go on to successfully change their lives and find work or embark on training. For more information, contact your Housing Officer on **020 7625 1818** or email **RISE@arhag.co.uk**.



Innisfree Creative Gardens Competition 2019



**NATIONAL
GARDENING
WEEK** 29 April–5 May 2019

Lighter evenings and warmer weather are hopefully on the way so now is the time to think about entering this year's Innisfree Creative Gardens Competition.

You don't need to be an expert gardener to enter or even need a big garden as it is all about how well you use the space that you have.

Early Bird entries that are received by 10 May can receive a small grant to help buy plants and materials. To enter you will need to contact Innisfree for application details and terms and conditions, on **020 7625 1818**, by email housing@innisfree.org.uk or on our website here www.innisfree.org.uk/news-events/2019/03/entries-open-innisfree-creative-gardens-competition. Grants available are £10 for hanging baskets or window boxes, £15 for a balcony or patio space, £20 for an individual garden or wildlife garden, and £25 for a communal garden.

The final closing date for ALL entries is Friday 28th June 2019, the judging day will be on Wednesday 17th July 2019 and the awards will be made early September 2019.

The voucher prizes and categories are as follows:

- Best individual garden - £100
- Best hanging baskets or window boxes - £50
- Best balcony or patio space - £75
- Best garden for wildlife - £100
- Best community project or communal garden with proof of communal working - £100

We look forward to receiving your entries!



ALLOTMENTS

Allotments are still available at Sudbury Hill - call us or email housing@innisfree.org.uk for more information

Estate Services Survey

Thank you to everyone who completed our Estate Services Survey. Your feedback will be used to help improve our services.

Congratulations go to Mr Quinn from Wembley who was the winner of the M&S gift vouchers!



Estate inspections - join your housing officer

Our housing team carry out regular estate inspections and we welcome residents to join us and help us ensure our estate services (cleaning and grounds maintenance) are meeting our standards. Please contact your Housing Officer if you would like to be involved by attending estate inspections.



Tenancy Visits 2019

Our Housing Officers are currently arranging visits with all of our residents, so don't panic if we ask to come and see you, you are not being singled out; over the year all residents will receive a visit.

The reason for these visits is to:

- ensure we are providing the right services
- improve services where necessary
- enable us to get to know you and discuss the best way to engage with you
- ensure we provide the correct support and advice to help you maintain your tenancy
- signpost you to support or advice agencies, if necessary, so that you can maintain your tenancy
- identify any tenancy or neighbourhood issues

During the visit we will complete some forms regarding your household information and conduct a property inspection. It is extremely important that you allow us into your home, if you have any concerns about these visits, please speak to your Housing Officer. We are here to help should you have any issues with your tenancy or home. We have already visited a number of residents and we would like to thank them for taking the time to talk to us.

Your responsibilities

Some repairs, however, are your responsibility, such as:

- internal redecoration
- blocked sink/bath/basin wastes (blocked by waste/food/hair etc)
- blocked toilets (blocked by nappies/sanitary towels/excessive toilet paper/baby wipes/anything else that has been put in or fallen into the toilet by accident)
- re-setting your boiler (including resetting your timer after a power cut)
- repairs, where necessary, after alterations, improvements or other work you have carried out or organised
- replacing clothes lines and rotary dryers (except in shared blocks and sheltered schemes)
- replacing floor coverings except permanent coverings such as quarry/vinyl tiles
- getting back into your home if you are locked out
- lost keys (including changing locks, replacing keys, providing new fobs and any additional keys or locks required)
- repair or replacement of chains and plugs on basins, baths and sinks
- minor repairs e.g. tightening loose screws or cupboard door hinges
- broken glass in doors and windows
- repair or replacement of internal doors
- internal doors including repairing or replacing door handles, locks, latches
- replacement of toilet seats, toilet roll holders, shower heads and hoses, rails and shower curtains
- replacing light bulbs, tubes and starters
- adjusting doors for new carpets
- draught excluders for doors and windows
- minor plaster cracks and gaps between skirting boards and floors
- installing and repairing appliances
- anything fitted by you to the inside or outside of the property
- pest control
- garden maintenance (except in communal areas)

We want you to be comfortable in your home. If something goes wrong and it's our responsibility, we will do everything we can to help.



A note of caution...

Don't forget, whilst these are not repairs, you are also responsible for:

- connecting or removing your appliances (ie washing machine, tumble drier, dishwasher, cooker etc). If you have a gas cooker it must be fitted or removed by a Gas Safe registered engineer
- contacting any third party service provider i.e. gas, electric, water, telephone/broadband, satellite or cable TV if you have any issues with their services
- setting heating controls including thermostatic radiator valves
- we will not carry out any work that is our responsibility if you or a member of your household or a visitor to your home caused the damage or did not take preventative action to avoid damage being caused unless you are prepared to pay for this, we may also charge for any repairs we carry out that are found to be your responsibility
- maintaining gas/electricity credit on your meter

Our Services

Life-cycle replacements – planned works

We undertake regular maintenance of all our properties in order to keep them in good condition however all parts within a building will eventually need replacing when they have come to the end of their useful economic life.

We carry these replacements out using a planned programme of works.

Whilst it is recognised that not all parts will reach the end of their expected shelf life for various reasons, we use the table below as a guideline to base our forecasting on.

Central Heating Boilers	Replaced after 15 years
Kitchens	Replaced after 20 years
Electrical Heating	Replaced after 20 years
Windows/Doors (Timber)	Replaced after 25 years
Windows/Doors (UPVC)	Replaced after 35 years
Electrical Wiring	Replaced after 30 years
Bathrooms/Sanitaryware	Replaced after 30 years
Heating Installations	Replaced after 30 years
Roofs	Replaced after 60 years

The dates used for the forecasting process are based on the original property build date or the last replacement date. The lifespan of these items is based on the industry standard, the decision to replace items takes account of both their age and condition. This means that some items will last longer than expected while others may be replaced sooner.

WE'VE MADE A
COMMITMENT TO REFER
ANYONE AT
RISK OF HOMELESSNESS

Innisfree's Commitment to Refer

Here at Innisfree, we are committed to helping put an end to homelessness. To this end, we have signed up to the National Housing Federation's Commitment to Refer initiative.

This is a voluntary commitment to refer an individual or household to a local housing authority if they are homeless or threatened with homelessness. If we should need to refer anyone, it will be with their consent, to the council of their choice and, if accepted, they will receive a Personalised Housing Plan from the Council to help them.

We know homelessness is one of the biggest issues people may face in society today so it is really important to us that we can make a difference to help tackle this crisis.

Innisfree Housing Association will continue to refer homeless individuals or those at risk of homelessness to a local authority. We are determined to help tackle the housing crisis.

Fancy a move?

Although we want all of our tenants to stay with us, we do recognise that there are times when you need to change where you live. The easiest way to do this is to register on the following websites www.homeswapper.co.uk www.houseexchange.org.uk

When you register, we will need to confirm that you are an Innisfree tenant. Contact us on 020 7625 1818 or housing@innisfree.org.uk if you need any help.

You can also try registering on the London Mayor's Housing Moves website where you can bid on properties anywhere in London www.housingmoves.org.

You can also apply to go on our transfer list but, as we only have 550 properties in total, we have a limited ability to transfer tenants within our own stock. Email us on housing@innisfree.org.uk.



Get involved with Dementia Action Week in your community

Every three minutes, someone in the UK develops dementia. This means almost all of us knows someone affected – a family member, neighbour, customer or member of staff.

Dementia Action Week takes place from Monday 20 May to Sunday 26 May this year, and there are lots of ways you can get involved, big or small. You could:

- fundraise for the Alzheimer's Society
- support an event at your local dementia club
- organise an open day or event and invite people with dementia along
- become a Dementia Friend or Dementia Friends Champion

You can find out more on the The Alzheimer's Society website www.alzheimers.org.uk, you can also download a Dementia Action Week pack or find out about events in your local area. If you know someone who needs advice on Dementia issues, call their national helpline on **0300 222 11 22**.



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[www.facebook.com/
InnisfreeHousingAssociation/](http://www.facebook.com/InnisfreeHousingAssociation/)



Have you liked our Facebook page yet? Keep up-to-date with activities and opportunities offered through Innisfree. You can also use the page to send an email to a member of our team.



Innisfree

Who to contact

When contacting us, please dial **020 7625 1818** and select one of the following options:

- to report a fault with your heating or hot water system press 1
- for all other repair and maintenance enquiries press 2
- to discuss your rent account or make a rent payment press 3
- for all other tenancy matters and general enquiries press 4

www.innisfree.org.uk

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